

Government Performance and Results Act (GPRA)

Gift Card Policy

PUPROSE

The purpose of this Policy is to set forth the guidelines and procedures for distribution of gift cards to clients who participate in State Opioid Response (SOR) funded services.

POLICY

The DC Department of Behavioral Health (DBH) SOR grant permits gift card distribution in the amount of \$30 for clients who participate in two types of GPRA interviews: 1. GPRA follow-up interview and 2. GPRA non-routine discharge interview.

Definitions

GPRA Follow-Up Interview: An interview that is conducted within a specific window of the intake/baseline interview. The follow-up window opens five months after the intake/baseline interview date; it closes eight months after the intake/baseline interview date.

Follow-Up Window Example



GPRA Baseline/Intake Interview Date: January 1, 2021

GPRA Follow-Up Window Open Date: June 1, 2021

GPRA Follow-Up Due Date: July 1, 2021

GPRA Follow-Up Window Close Date: September 1, 2021

Follow-up interviews should take place within the follow-up window. Only one \$30 gift card can be distributed for a follow-up interview.

Note: The dates listed in the diagrams are examples, only. The client's follow-up window is based on the baseline/intake GPRA date.

GPRA Follow-Up Interview Definition continued...

If the client does not participate in an intake interview, a follow-up interview cannot be conducted. A follow-up interview only exists after the client has already participated in an intake interview.

Gift Card Stipulation: A client can only receive a \$30 gift card after (both) the intake/baseline interview and follow-up interview are conducted.

GPRA Non-Routine Discharge Interview: Interviews conducted for clients who have left the program or dropped out of the program. These clients have not successfully completed program requirements.

A \$30 gift card is **not** permitted for clients who participate in a:

- Routine discharge GPRA interview
- GPRA intake/baseline interview

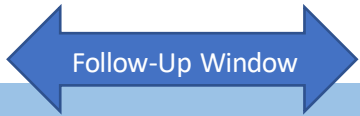
PROCEDURE

The following procedural steps must be followed for gift distribution to clients receiving SOR funded services.


Step 1A: Identify clients due for a follow-up GPRA interview.

Review the GPRA monthly email sent by the DBH SOR Data Coordinator. Clients enrolled in services with your program can be found in this email. The email will specify the GPRA intake date and follow-up window for each client.

Identify clients due for a follow-up by checking the **6-month Open Date** column; this date must be within 30 days of the date gift cards are requested.



Last Name	First Name	Organization	Baseline Date	6-month Open Date	Projected 6 Month Date	6-Month Close Date
Doe	John	Department of Human Services	5/20/2021	10/20/2021	11/20/2021	1/20/2022
Doe	Jane	Department of Human Services	5/18/2021	10/18/2021	11/18/2021	1/18/2022
Smith	Jane	Department of Human Services	5/18/2021	10/18/2021	11/18/2021	1/18/2022
Wick	John	Department of Human Services	08/16/2021	01/16/2022	02/16/2022	03/16/2022



Step 1B: Count the number of clients in-need of a \$30 gift card. Count clients based on what is found in the monthly email and identified as having a follow-up window within 30 days of the request.

Step 2: Send an email request to the DBH SOR designated staff member responsible for gift card distribution to providers. The email request must include:

- Name of Provider
- Name of Initiative
- Quantity of Gift Cards Needed
- Name of Provider Staff Responsible for Gift Card Collection from DBH

The quantity of gift cards requested must not exceed the overall number of clients enrolled in the program or the number of clients with an upcoming open window for follow-up.

DBH will cross-reference each gift card request to the information recorded for program enrollment.

Gift Card Request Approved: DBH has reviewed the quantity requested and deemed the request reasonable, based on client enrollment. DBH staff will coordinate with the provider and confirm a date/time for gift cards to be collected.

Gift Card Request Rejected: DBH has reviewed the quantity requested and rejected it based on current enrollment or a previous request. DBH staff will respond to the request with detailed information explaining the rejection. The provider will have an opportunity to update the request for approval.

Step 3: Collect gift cards from DBH.

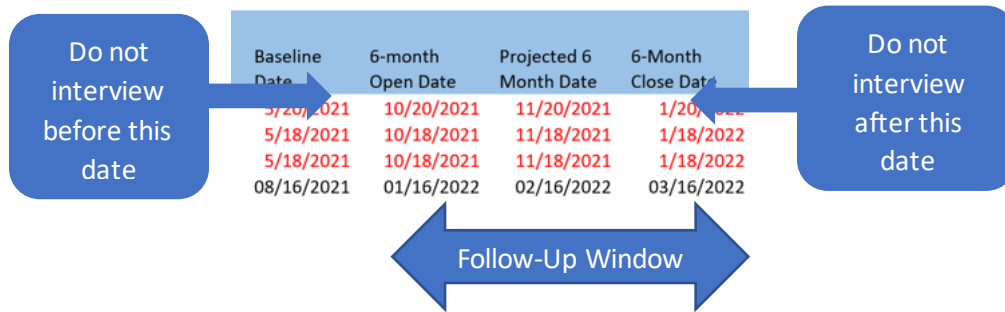
At the time of collection, the provider staff must sign a gift card release form, acknowledging acceptance of gift card (s).



The image shows a "Gift Card Release form" from the DBH Department of Behavioral Health. The form includes a logo in the top left corner with the text "DBH" and "DEPARTMENT OF BEHAVIORAL HEALTH" below it. The title "Gift Card Release form" is centered. The form contains two lines of text for a signature: "By signing this document, I _____ hereby certify" and "(Print Name)". Below this, it says "that I have received _____ gift cards worth \$30 each. In addition, by signing this document I agree to be responsible for:".

Please read the form in its entirety, as the provider accepting the gift card (s) will be liable for the value of the gift card (s) collected.

Step 4A: Conduct follow-up interview within the follow-up window.



Step 4B: Distribute gift card to client and complete *GPRA Receipt of Gift Card Signature Form*.

Type your organization's name and initiative.

Sheet # represents the number of sheets utilized for gift card collection. The 1st sheet is numbered 1-20. If you have 20 or less clients receiving a gift card, Sheet # should reflect 1. If you have between 20-40 clients, the first Sheet # should reflect 1, and the second should reflect 2.

**Government Performance and Results Act (GPRA)
Receipt of Gift Card Signature Form**

Organization Name: _____ Sheet # _____

#	Name	Phone Number	Date	Signature	Follow-Up or Non-Routine Discharge
1					
2					
3					
4					

Print client's name.

Client's phone number.

Date client received card.

Client must sign here.

Specify the type of interview conducted for gift card distribution.

Note: If a non-routine discharge interview is conducted within the follow-up window, one interview can count for both surveys. However, the client should only receive one gift per interview.

Step 5: Return *GPRA Receipt of Gift Card Signature Form* to designated DBH SOR staff member.

Once signatures have been obtained for all gift cards distributed, the *Receipt of Gift Card Signature Form* must be returned to the DBH SOR staff member.

Additional gift cards will not be distributed to providers until a signature has been received for all gift cards previously collected from DBH by providers.

POLICY VIOLATION

In the event this policy is violated by a SOR provider, the provider will be subject to corrective action. Violation can include, but is not limited to, lack of client signature, or gift cards distributed to clients not receiving SOR funded services. Corrective Action can include withholdings of provider monthly invoices.